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| (800) Operating Companies<br>Data Collection Form |  | FCC Form 481<br>OMB Control No. 3060-0086/OMB Control No. 3060-0019<br>July 2013 |
|---|--|--|

|   |                                |
|---|--------------------------------|
| <010> Study Area Code   | 210291                         |
| <015> Study Area Name   | OTC, Inc.                      |
| <020> Program Year  | 2015                           |
| <030> Contact Name - Person USAC should contact regarding this data                 | Barbara Galardo                |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 2073354126 ext.                |
| <039> Contact Email Address - Email Address of person identified in data line <030> | bgalardo@fairpoint.com         |
| <810> Reporting Carrier   | OTC, Inc.                      |
| <811> Holding Company   | FairPoint Communications, Inc. |
| <812> Operating Company   | OTC, Inc. - Florida            |

| <813>  | <814>  | <815>  |
|--|--------|--|
| Affiliates   | SAC    | Doing Business As Company or Brand Designation                 |
| BE Mobile Communications, Incorporated                       |        | dba FairPoint Long Distance                                    |
| Bentleyville Communications Corporation                      | 170145 | dba FairPoint Communications                                   |
| Berkshire Cable Corp.  |        | dba FairPoint Long Distance                                    |
| Berkshire Cellular, Inc.                                     |        |  |
| Berkshire New York Access, Inc.                              |        |  |
| Berkshire Telephone Corporation                              | 157077 | dba FairPoint Communications                                   |
| Big Sandy Telecom, Inc.                                      | 442192 | dba FairPoint Communications / Big Sandy Telecom, Inc.         |
| Bluestem Telephone Company                                   | 611835 | dba FairPoint Communications                                   |
| C & B Communications, Ltd.                                   |        |  |
| Chautauqua & Erie Communications, Inc.                       |        | dba FairPoint Long Distance                                    |
| Chautauqua and Erie Telephone Corporation                    | 156076 | dba FairPoint Communications                                   |
| China Telephone Company                                      | 100064 | dba FairPoint Communications ? China Telephone Company         |
| Chouteau Telephone Company                                   | 431984 | dba FairPoint Communications                                   |
| Columbine Telecom Company (f/k/a Columbine Acquisition Corp. | 443204 | dba FairPoint Communications / Columbine Telecom Company       |
| Columbus Grove Telephone Company                             | 300404 | dba FairPoint Communications                                   |
| COM Networks, Inc.   |        |  |
| Comerco, Inc.  |        | dba FairPoint Long Distance                                    |
| Community Service Telephone Co.                              | 100015 | dba FairPoint Communications ? Community Service Telephone Co. |
| C-R Communications, Inc.                                     |        |  |
| C-R Long Distance, Inc.                                      |        | dba FairPoint Long Distance / C-R Long Distance, Inc.          |
| C-R Telephone Company  | 341009 | dba FairPoint Communications / C-R Telephone Company           |
| El Paso Long Distance Company                                |        | dba FairPoint Long Distance / El Paso Long Distance Company    |
| Ellensburg Telephone Company                                 | 872412 | dba FairPoint Communications                                   |

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|---|--|
| (800) Operating Companies<br>Data Collection Form | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|--|

<010> Study Area Code 230291  
 <015> Study Area Name GTC, INC.  
 <020> Program Year 2015  
 <030> Contact Name - Person USAC should contact regarding this data Barbara Gelardo  
 <035> Contact Telephone Number - Number of person identified in data line <030> 2015954126 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> bgs1ardotfairpoint.com

<810> Reporting Carrier GTC, Inc.  
 <811> Holding Company FairPoint Communications, Inc.  
 <812> Operating Company GTC, Inc. - Florida

| <813> | <41>  | <42>   | <43>  |
|-------|---|--------|---|
|       | Affiliates  | SAC    | Doing Business As Company or Brand Designation                                    |
|       | Elitel Long Distance Corp.                                |        | dba FairPoint Long Distance   |
|       | Enhanced Communications of Northern New England Inc.      |        |   |
|       | ExOp of Missouri, Inc.                                    |        | dba FairPoint Communications  |
|       | FairPoint Broadband, Inc.                                 |        | dba FairPoint Communications  |
|       | FairPoint Business Services LLC                           |        |   |
|       | FairPoint Carrier Services, Inc.                          |        |   |
|       | FairPoint Communications Missouri, Inc.                   | 421472 | dba FairPoint Communications  |
|       | FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)       |        |   |
|       | FairPoint Vermont, Inc.                                   |        | dba FairPoint Communications  |
|       | Germantown Independent Telephone Company                  | 300418 | dba FairPoint Communications  |
|       | Germantown Long Distance Company                          |        | dba FairPoint Long Distance   |
|       | GTC Communications, Inc. (f/k/a TPG Communications, Inc.) |        |   |
|       | GTC, Inc.   | 210291 | (Florida) dba FairPoint Communications  |
|       | GTC, Inc.   | 210329 | (Perry) dba FairPoint Communications  |
|       | Maine Telephone Company                                   | 100028 | dba FairPoint Communications ? Maine Telephone Company                            |
|       | Marianna and Scenery Hill Telephone Company               | 170185 | dba FairPoint Communications  |
|       | Marianna Tel. Inc.  |        | dba FairPoint Long Distance   |
|       | MJD Services Corp.  |        |   |
|       | MJD Ventures, Inc.  |        |   |
|       | Northern New England Telephone Operations LLC - Maine     | 105131 | dba FairPoint Communications  |
|       | Northern New England Telephone Operations LLC - Maine     | 125113 | dba FairPoint Communications  |
|       | Northland Telephone Company of Maine, Inc.                | 203213 | dba FairPoint Communications ? Northland Telephone Company of Maine, Inc. (Maine) |
|       | Odin Telephone Exchange, Inc.                             | 281663 | dba FairPoint Communications / Odin Telephone Exchange, Inc.                      |



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| (800) Operating Companies<br>Data Collection Form | FCC Form 481<br>OMB Control No. 3060-0936/OMB Control No. 3060-0019<br>July 2013 |
|---|--|

|   |                                |
|---|--------------------------------|
| <010> Study Area Code   | 210291                         |
| <015> Study Area Name   | UTC, INC.                      |
| <020> Program Year  | 2015                           |
| <030> Contact Name - Person USAC should contact regarding this data                 | Barbara Galardo                |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 2075554126 ext.                |
| <039> Contact Email Address - Email Address of person identified in data line <030> | bgalardo@fairpoint.com         |
| <810> Reporting Carrier   | UTC, Inc.                      |
| <811> Holding Company   | FairPoint Communications, Inc. |
| <812> Operating Company   | UTC, Inc. - Florida            |

| <01>                                       | <02>   | <03>  |
|--|--------|---|
| Affiliates                                 | SAC    | Doing Business As Company or Brand Designation                            |
| Orwell Communications, Inc.                |        | dba FairPoint Long Distance   |
| Orwell Telephone Company                   | 300619 | dba FairPoint Communications  |
| Peoples Mutual Long Distance Company       |        | dba FairPoint Long Distance   |
| Peoples Mutual Telephone Company           | 190244 | dba FairPoint Communications  |
| Quality One Technologies, Inc.             |        | dba FairPoint Long Distance   |
| Ravenswood Communications, Inc.            |        |   |
| Sidney Telephone Company                   | 102212 | dba FairPoint Communications ? Sidney Telephone Company                   |
| ST Enterprises, Ltd.                       |        |   |
| ST Long Distance, Inc.                     |        | FairPoint Long Distance (Kansas, Colorado, Oklahoma)                      |
| ST Long Distance, Inc.                     |        | FairPoint Long Distance / ST Long Distance, Inc. (Illinois)               |
| ST Long Distance, Inc.                     |        | FairPoint Communications Long Distance (Missouri)                         |
| St. Joe Communications, Inc.               | 210539 | dba FairPoint Communications  |
| Standish Telephone Company                 | 100025 | dba FairPoint Communications ? Standish Telephone Company                 |
| Sunflower Telephone Company, Inc.          | 441825 | dba FairPoint Communications/Sunflower Telephone Company, Inc. (Colorado) |
| Taconic Technology Corp.                   |        |   |
| Taconic TelCom Corp.                       |        | dba FairPoint Long Distance   |
| Taconic Telephone Corp.                    | 158086 | dba FairPoint Communications  |
| Telephone Operating Company of Vermont LLC | 145119 | dba FairPoint Communications  |
| The El Paso Telephone Company              | 341004 | dba FairPoint Communications  |
| UI Long Distance, Inc.                     |        | dba FairPoint Long Distance   |
| Unite Communications Systems, Inc.         |        | FairPoint Communications  |
| Utilities, Inc.                            |        | dba FairPoint Communications (Maine)                                      |
| Utilities, Inc.                            |        | dba FairPoint Utilities (New Hampshire)                                   |

|       |   |                                |
|-------|---|--------------------------------|
| <010> | Study Area Code   | 210391                         |
| <015> | Study Area Name   | OTC, INC.                      |
| <020> | Program Year  | 2015                           |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Wendee Galardo                 |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2075754126 ext.                |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgalardo@fairpoint.com         |
| <010> | Reporting Carrier   | OTC, Inc.                      |
| <011> | Holding Company   | FairPoint Communications, Inc. |
| <012> | Operating Company   | OTC, Inc. - Florida            |

[illegible]

FCC FORM 481

Line 1010 –Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (voice)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

GTC, Inc. provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The tariff pages outlining the terms of the Lifeline Program in GTC Inc. in Alabama are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at <http://www.tariffs.net/fairpoint/tier.asp?cid=1644>.



Form 481 Line 1210- Terms & Conditions for Lifeline Customers

GENERAL SUBSCRIBER SERVICES TARIFF

GTC, Inc. d/b/a FairPoint Communications

Section 2  
Second Revised Sheet 11  
Cancels First Revised Sheet 11

S2. BASIC LOCAL EXCHANGE SERVICE

S2.14 DUAL PARTY RELAY SERVICE (Cont'd)

C. Definitions (Cont'd)

Telecommunications Devices for the Deaf (TDD), and users of ordinary telephones.

The use of this calling service limits the billing of calls through the Alabama Relay Center to an Alabama Calling Card Number.

D. Restrictions The following calls may not be placed through the Alabama Relay Center:

- Calls to 976, 900 or 700 numbers.
- Calls to time or weather recorded messages.
- Calls to other informational recordings.
- Station sent paid calls from coin telephones.
- Operator handled conference service and other teleconference calls.
- All calls billed to Cards (i.e., Credit Cards and Calling cards) other than those assigned by the telephone company.

S2.15 LIFELINE ASSISTANCE PROGRAM

This program was developed to reduce rates for low income customers. The Company participates in this assistance program to increase the availability of telecommunications services to all consumers in its serving areas.

A. General Lifeline

Lifeline Assistance provides for a low income credit per household that is applicable only to the primary residential connection. The total monthly credit to the local telephone service bill of qualified residential customers consists of a federal credit totaling no more than \$9.25 plus one state credit. The credits are applied to the local

(C)

Issue date: July 2, 2012

Effective date: August 1, 2012

Issued by: Michael T. Skirvan  
Title: Vice President -Regulatory

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

GENERAL SUBSCRIBER SERVICES TARIFF

GTC, Inc. d/b/a PalrPoint Communications

Section 2  
First Revised Sheet 12  
Cancels Original Sheet 12

S2. BASIC LOCAL EXCHANGE SERVICE

S2.15 LIFELINE ASSISTANCE PROGRAM (Cont'd)

A. General Section

service bills for qualified recipients of low income assistance programs who are eligible and apply for the credits.

Lifeline Assistance may be applied to a maximum of one line per eligible household.

(T)

B. Applications and Regulations

1. Lifeline Assistance is available to all qualified residential customers who currently participate in any of the following programs: Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income ("SSI"), Federal Public Housing Assistance or Section 8 (a Federal Housing Assistance Program), Low Income Home Energy Assistance Program (LIHEAP), Temporary Assistance to Needy Families (TANF) or National School Lunch Program's Free Lunch Program.

(T)

(T)

(C)

In addition, residence customers may qualify for Lifeline Assistance if the household income is at or below 135% of the Federal Poverty Guidelines for the household size.

2. All applications for this service are subject to verifications of eligibility with the state agencies responsible for administration of the qualifying programs

(C)

Issue date: May 22, 2012

Effective date: June 21, 2012

Issued by: Michael T. Skrivan  
Title: Vice President -Regulatory

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

GENERAL SUBSCRIBER SERVICES TARIFF

GTC, Inc. d/b/a FairPoint Communications

Section 2  
First Revised Sheet 13  
Cancels Original Sheet 13

S2. BASIC LOCAL EXCHANGE SERVICE

S2.15 LIFELINE ASSISTANCE PROGRAM

B. Applications and Regulations (Continued)

3. The Company will periodically reconcile and confirm the continuing eligibility of Lifeline Assistance recipients.

(C)

(C)

4. The Company will process all applications and apply the appropriate credit on the customer's monthly bill. A secondary service charge is not applicable for existing customers who subscribe to Lifeline Assistance.

5. As a participant in Lifeline Assistance, customers are eligible to receive Toll Limitation Service at no charge. This service will only be provided at the customer's request.

(T)

6. Local service deposit requirements will be waived for customers who voluntarily receive Toll Limitation Service.

Issue date: May 22, 2012

Effective date: June 21, 2012

Issued by: Michael T. Skrivan  
Title: Vice President -Regulatory

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

GENERAL SUBSCRIBER SERVICES TARIFF

GTC, Inc. d/b/a FairPoint Communications

Section 2  
First Revised Sheet 14  
Cancels Original Sheet 14

S2. BASIC LOCAL EXCHANGE SERVICE

S2.15 LIFELINE ASSISTANCE PROGRAM (Cont'd)

B. Regulations (Cont'd)

7. Participants in Lifeline Assistance shall not be disconnected from Local Service for non-payment of toll charges. In addition the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for non-payment of toll charges. The Company may require customers whose otherwise eligible household member has previously unpaid toll charges to subscribe to toll blocking prior to being accepted as eligible for Lifeline Service. Lifeline Assistance will not be connected if an outstanding balance is owed by the customer for local service.
8. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.
10. One low income credit is available per household and is applicable to the primary residential connection only.
11. A Lifeline customer may subscribe to any local service offering available to other residential customers.
12. The PICC will not be billed to Lifeline customers who subscribe to toll blocking and do not presubscribe to a long distance carrier.

(D)  
(D)

Issue date: April 12, 2012

Effective date: April 1, 2012

Issued by: R. Mark Ellmer  
Title: Director of Support Revenues

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

GENERAL SUBSCRIBER SERVICES TARIFF

GTC, Inc. d/b/a PairPoint Communications

Section 2  
First Revised Sheet 15  
Cancels Original Sheet 15

S2. BASIC LOCAL EXCHANGE SERVICE

S2.15 LIFELINE ASSISTANCE PROGRAM (Cont'd)

C. Credits

The following credits\* will apply for each customer eligible for Lifeline Assistance: Monthly Credit\*

Monthly Credit\*

- |    |   |        |     |
|----|---|--------|-----|
| 1. | Federal Credit                          | \$9.25 | (I) |
| 2. | State Credit to Residential Access Line | 3.50   | (D) |
|    |   |        | (D) |

\*The maximum Lifeline Assistance credit available to Alabama customers is \$12.75.

\*Credit amount will not exceed the basic charge for local telephone service, which includes the Subscriber Line Charge, access line and local usage

(R)

Issue date: July 2, 2012

Effective date: August 1, 2012

Issued by: Michael T. Skrivan  
Title: Vice President -Regulatory







June 30, 2014

*Connect America Fund, WC Docket No. 10-90*

**REDACTED – FOR PUBLIC INSPECTION**

GTC, Inc. [Perry]



|   |  |  |
|---|--|--|
| <b>FCC Form 481 - Carrier Annual Reporting</b><br><b>Data Collection Form</b> |  | FCC Form 481<br>OMB Control No. 3060-0906/OMB Control No. 3060-0819<br>July 2013 |
|---|--|--|

|       |  |                        |
|-------|--|------------------------|
| <010> | Study Area Code  | 210329                 |
| <015> | Study Area Name  | GTC, INC.              |
| <020> | Program Year   | 2015                   |
| <030> | Contact Name: Person USAC should contact with questions about this data      | Barbara Galardo        |
| <035> | Contact Telephone Number: Number of the person identified in data line <030> | 2075354126 ext.        |
| <039> | Contact Email Address: Email of the person identified in data line <030>     | bgalardo@fairpoint.com |

|  |  |                                  |                                  |
|--|--|----------------------------------|----------------------------------|
| <b>ANNUAL REPORTING FOR ALL CARRIERS</b> |  | 54.313<br>Completion<br>Required | 54.422<br>Completion<br>Required |
|--|--|----------------------------------|----------------------------------|

|  |   |   |                                     |                                     |
|--|---|---|-------------------------------------|-------------------------------------|
| <100>  | Service Quality Improvement Reporting   | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <200>  | Outage Reporting (voice)  | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <210>  | <div style="background-color: black; width: 100px; height: 15px; display: inline-block;"></div> -- check box if no outages to report                        |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <300>  | Unfulfilled Service Requests (voice)  |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <310>  | Detail on Attempts (voice)<br><div style="background-color: black; width: 200px; height: 40px; display: inline-block;"></div>                               | (attach descriptive document)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <320>  | Unfulfilled Service Requests (broadband)  |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <330>  | Detail on Attempts (broadband)<br><div style="background-color: black; width: 200px; height: 40px; display: inline-block;"></div>                           | (attach descriptive document)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <400>  | Number of Complaints per 1,000 customers (voice)  |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <410>  | Fixed   |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <420>  | Mobile  | 0.0                                       | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <430>  | Number of Complaints per 1,000 customers (broadband)  |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <440>  | Fixed   |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <450>  | Mobile  | 0.0                                       | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <500>  | Service Quality Standards & Consumer Protection Rules Compliance  | (check to indicate certification)         | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <510>  | 210329f1510.pdf<br><div style="background-color: black; width: 250px; height: 40px; display: inline-block;"></div>  | (attach descriptive document)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <600>  | Functionality in Emergency Situations<br>210329f1610.pdf<br><div style="background-color: black; width: 250px; height: 40px; display: inline-block;"></div> | (check to indicate certification)         | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <610>  | <div style="background-color: black; width: 250px; height: 40px; display: inline-block;"></div>   | (attach descriptive document)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <700>  | Company Price Offerings (voice)   | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <710>  | Company Price Offerings (broadband)   | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <800>  | Operating Companies and Affiliates  | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <900>  | Tribal Land Offerings (Y/N)?  | (if yes, complete attached worksheet)     | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1000>   | Voice Services Rate Comparability   | (check to indicate certification)         | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1010>   | 1010 Voice Service Rate Comparability.pdf<br><div style="background-color: black; width: 250px; height: 40px; display: inline-block;"></div>                | (attach descriptive document)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1100>   | Terrestrial Backhaul (Y/N)?   | (if not, check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1110>   |   | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1200>   | Terms and Condition for Lifeline Customers  | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <b>Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet</b> |   |   |                                     |                                     |
| <2000>   | Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers   | (check to indicate certification)         | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <2005>   |   | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <b>Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet</b>  |   |   |                                     |                                     |
| <3000>   |   | (check to indicate certification)         | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <3005>   |   | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

|   |  |
|---|--|
| <b>(100) Service Quality Improvement Reporting<br/>Data Collection Form</b> | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|--|

|   |                        |
|---|------------------------|
| <010> Study Area Code   | 210229                 |
| <015> Study Area Name   | GTC, INC.              |
| <020> Program Year  | 2015                   |
| <030> Contact Name - Person USAC should contact regarding this data                 | Baibara Oslerdo        |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 2078334228 ext.        |
| <039> Contact Email Address - Email Address of person identified in data line <030> | bgslardotfairpoint.com |

|   |   |
|---|---|
| <110> Has your company received its ETC certification from the FCC?   | (yes / no) <input type="radio"/> <input checked="" type="radio"/> |
| <111> If your answer to line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC? | (yes / no) <input type="radio"/> <input type="radio"/>            |

If your answer to line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

112 Service Quality Improvement Reporting.pdf

Name of Attached Document

Please check these boxes below to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

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| <b>(900) Tribal Lands Reporting Data Collection Form</b> | <b>FCC Form 491</b><br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2019 |
|--|---|

|   |                        |
|---|------------------------|
| <010> Study Area Code   | 210229                 |
| <015> Study Area Name   | GTC, INC.              |
| <020> Program Year  | 2018                   |
| <030> Contact Name - Person USAC should contact regarding this data                 | Barbara Galardo        |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 3035554326 ext.        |
| <039> Contact Email Address - Email Address of person identified in data line <030> | bgalardo@fairpoint.com |

<910> Tribal Land[s] on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

|                            |
|----------------------------|
| Select<br>(Yes, No,<br>NA) |
|                            |
|                            |
|                            |
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|                            |
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|                            |

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|--|--|
| (1100) No Terrestrial Backhaul Reporting<br>Data Collection Form | FCC Form 483<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|--|--|

|   |                       |
|---|-----------------------|
| <010> Study Area Code   | 210129                |
| <015> Study Area Name   | OTC, INC.             |
| <020> Program Year  | 2015                  |
| <030> Contact Name - Person USAC should contact regarding this data                 | Barbara Geland        |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 2076194126 ext.       |
| <039> Contact Email Address - Email Address of person identified in data line <030> | bgeland@fairpoint.com |

Please check this box to confirm no terrestrial backhaul  
 <1120> options exist within the supported area pursuant to § 54.313(G) ☐

Please check this box to confirm the reporting carrier offers  
 broadband service of at least 1 Mbps downstream and 256 kbps  
 <1130> upstream within the supported area pursuant to § 54.313(G) ☐

|   |  |   |
|---|--|---|
| (1200) Terms and Condition for Lifeline Customers |  | FCC Form 481  |
| Lifeline  |  | OMB Control No. 3060-0986/OMB Control No. 3060-0819 |
| Data Collection Form                              |  | July 2013   |

|       |   |                         |
|-------|---|-------------------------|
| <010> | Study Area Code   | 210329                  |
| <015> | Study Area Name   | STC, INC.               |
| <020> | Program Year  | 2015                    |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Barbara Gialardi        |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2075216126 ext.         |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgialardi@fairpoint.com |

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP <http://www.tariffa.net/fairpoint/tier.asp?cid=1644>

\*Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

|  |  |  |
|--|--|--|
| (2000) Price Cap Carrier Additional Documentation<br>Data Collection Form<br>Including Rate of Return Carriers affiliated with Price Cap Local Exchange Carriers |  | FCC Form 481<br>OMB Control No. 3060-0906/OMB Control No. 3060-0019<br>July 2013 |
|--|--|--|

|       |   |                     |
|-------|---|---------------------|
| <010> | Study Area Code   | 210328              |
| <015> | Study Area Name   | OTC, INC.           |
| <020> | Program Year  | 2015                |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Barbara Delard      |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2015314124 ext.     |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | boaldy@otcpoint.com |

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b)(1)-(3)(d)(v) the information reported on this form and in the documents attached below is accurate.

|   |   |                          |
|---|---|--------------------------|
| Incremental Connect America Phase I reporting                                 |   |                          |
| <2010>  | 2nd Year Certification (47 CFR § 54.313(b)(1))  | <input type="checkbox"/> |
| <2011>  | 3rd Year Certification (47 CFR § 54.313(b)(2))  | <input type="checkbox"/> |
| Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a)) |   |                          |
| <2012>  | 2013 Frozen Support Certification   | <input type="checkbox"/> |
| <2013>  | 2014 Frozen Support Certification   | <input type="checkbox"/> |
| <2014>  | 2015 Frozen Support Certification   | <input type="checkbox"/> |
| <2015>  | 2016 and future Frozen Support Certification  | <input type="checkbox"/> |
| Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))            |   |                          |
| <2016>  | Certification Support Used to Build Broadband   | <input type="checkbox"/> |
| Connect America Phase II Reporting (47 CFR § 54.313(e))                       |   |                          |
| <2017>  | 3rd year Broadband Service Certification  | <input type="checkbox"/> |
| <2018>  | 5th year Broadband Service Certification  | <input type="checkbox"/> |
| <2019>  | Interim Progress Certification  | <input type="checkbox"/> |
| <2020>  | Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. | <input type="checkbox"/> |
| <2021>  | Interim Progress Community Anchor Institutions  |                          |

Name of Attached Document Listing Required Information



|  |  |  |
|--|--|--|
| (3000) Rule Of Return Carrier Additional Documentation<br>Data Collection Form |  | FCC Form 481<br>OMB Control No. 3020-0046/OMB Control No. 3020-0039<br>July 2013 |
|--|--|--|

|  |                 |
|--|-----------------|
| (3010) Study Area Code   | 210229          |
| (3015) Study Area Name   | GSC - 135       |
| (3020) Program Year  | 2015            |
| (3030) Contact Name - Person MAC should contact regarding all data                   | Barbara Salas   |
| (3035) Contact Telephone Number - Number of person identified in data for (3030)     | 2123251124 ext. |
| (3040) Contact Email Address - Email Address of person identified in data for (3030) | bsalas@21a.com  |

CHECK the boxes below to state compliance on its five year service quality plan (pursuant to 47 CFR § 54.313(a)) and, for previously held content, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(g)(3). I further certify that the information reported on this form and in the documents attached below is accurate.

(3016) Progress Report on 5 Year Plan  
 Attach a Certification (47 CFR § 54.313(g)(3))
 

Name of Attached Document Using Required Information

(3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (g)(3)(i), the carrier shall provide the number, name, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.
 

Name of Attached Document Using Required Information

(3012) Community Anchor Institutions (47 CFR § 54.313(g)(3)(i))
 

Name of Attached Document Using Required Information

(3013) Is your company a Privately Held FOR Carrier (47 CFR § 54.313(g)(2))
 

(Yes/No)  
 (Yes/No)

(3014) If yes, does your company file the RUS annual report
 

(Yes/No)  
 (Yes/No)

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(g)(2) compliance required:

(3015) Electronically copy of their annual RUS reports (Operating Report for Telecommunications Reporting)
 

(Yes/No)  
 (Yes/No)

(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows
 

(Yes/No)  
 (Yes/No)

(3017) If the response is yes on line 3016, attach your company's RUS annual report and all required documentation
 

Name of Attached Document Using Required Information

(3018) If the response is no on line 3016, has your company audited?
 

(Yes/No)  
 (Yes/No)

(3019) If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3020 pursuant to § 54.313(g)(2), contains:
 

(Yes/No)  
 (Yes/No)

(3019) Either a copy of their audited financial statements or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications
 

(Yes/No)  
 (Yes/No)

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows
 

(Yes/No)  
 (Yes/No)

(3021) Management letter issued by the independent certified public accountant that performed the company's financial audit
 

(Yes/No)  
 (Yes/No)

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3022 pursuant to § 54.313(g)(2), contains:

(3021) Copy of their financial statement which has been subject to review by an independent certified public accountant or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Reporting
 

(Yes/No)  
 (Yes/No)

(3022) Underlying information subjected to a review by an independent certified public accountant
 

(Yes/No)  
 (Yes/No)

(3023) Underlying information subjected to an officer certification
 

(Yes/No)  
 (Yes/No)

(3023) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows
 

(Yes/No)  
 (Yes/No)

(3024) Attach the worksheet being required information
 

Name of Attached Document Using Required Information

|   |  |
|---|--|
| Certification - Reporting Carrier<br>Data Collection Form | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|--|

|   |                        |
|---|------------------------|
| <010> Study Area Code   | 210329                 |
| <015> Study Area Name   | GIC, INC.              |
| <020> Program Year  | 2015                   |
| <030> Contact Name - Person USAC should contact regarding this data                 | Barbara Galardo        |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 2075354126 ext.        |
| <039> Contact Email Address - Email Address of person identified in data line <030> | bgalardo@fairpoint.com |

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

|   |   |
|---|---|
| <b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>   |   |
| I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate. |   |
| Name of Reporting Carrier: GIC, INC.  |   |
| Signature of Authorized Officer: CERTIFIED ONLINE   | Date 06/25/2014                           |
| Printed name of Authorized Officer: Mike Skrivan  |   |
| Title or position of Authorized Officer: VP Regulatory  |   |
| Telephone number of Authorized Officer: 2075355100 ext.   |   |
| Study Area Code of Reporting Carrier: 210329  | Filing Due Date for this form: 07/01/2014 |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.  |   |

|   |                        |  |
|---|------------------------|--|
| <b>Certification - Agent / Carrier</b><br><b>Data Collection Form</b>               |                        | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
| <010> Study Area Code   | 210329                 |  |
| <015> Study Area Name   | GTC, INC.              |  |
| <020> Program Year  | 2015                   |  |
| <030> Contact Name - Person USAC should contact regarding this data                 | Barbara Galardo        |  |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 2075354126 ext.        |  |
| <039> Contact Email Address - Email Address of person identified in data line <030> | bgalardo3fairpoint.com |  |

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

|  |                                      |
|--|--------------------------------------|
| <b>Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier</b>   |                                      |
| I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate. |                                      |
| Name of Authorized Agent: _____  |                                      |
| Name of Reporting Carrier: _____   |                                      |
| Signature of Authorized Officer: _____   | Date: _____                          |
| Printed name of Authorized Officer: _____  |                                      |
| Title or position of Authorized Officer: _____   |                                      |
| Telephone number of Authorized Officer: _____  |                                      |
| Study Area Code of Reporting Carrier: _____  | Filing Due Date for this form: _____ |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.   |                                      |

TO BE COMPLETED BY THE AUTHORIZED AGENT:

|  |                                      |
|--|--------------------------------------|
| <b>Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier</b>  |                                      |
| I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate. |                                      |
| Name of Reporting Carrier: _____   |                                      |
| Name of Authorized Agent or Employee of Agent: _____   |                                      |
| Signature of Authorized Agent or Employee of Agent: _____  | Date: _____                          |
| Printed name of Authorized Agent or Employee of Agent: _____   |                                      |
| Title or position of Authorized Agent or Employee of Agent: _____  |                                      |
| Telephone number of Authorized Agent or Employee of Agent: _____   |                                      |
| Study Area Code of Reporting Carrier: _____  | Filing Due Date for this form: _____ |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.   |                                      |

## Attachments

FCC Form 481

Line 100- Service Quality Improvement Reporting  
{47 CFR 54.313(a)(1)}

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan.<sup>1</sup>

---

<sup>1</sup> The Public Notice stated, in relevant part:

We now grant a waiver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.

GTC, INC - Perry  
210329  
Line 310

For the period January 1, 2013 through December 31, 2013, GTC, Inc. (SAC #210329) had





GTC, INC - Perry  
210329  
Line 330

For the period January 1, 2013 through December 31, 2013, GTC, Inc. (SAC #210329) had



GTC Inc. (Perry)

Florida

210329

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

GTC Inc., hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Florida Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer Inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its 2005 ETC Order,<sup>1</sup> the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."<sup>2</sup> The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."<sup>3</sup>

GTC Inc., d/b/a/FairPoint Communications does not have any service quality reporting requirements with the Florida Public Service Commission. The telecommunications industry was largely de-regulated on retail services in 2011.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at [consumer@fairpoint.com](mailto:consumer@fairpoint.com). The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

<sup>1</sup> Federal-State Joint Board on Universal Service, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

<sup>2</sup> *Id.* at para. 28.



FairPoint Communications

1 Davis Farm Road  
Portland, ME 04103

Barney Boynton  
Director, Operational Risk

Form 481 Line 610: Functionality in Emergency Situations

## Business Continuity Plan Overview

### Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

### BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- Customer Interfacing – It is recognized that a "business impact" only occurs when an external-interfacing element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity – Without critical infrastructure systems, the ability for all other FairPoint business operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



FairPoint Communications

1 Davis Farm Road  
Portland, ME 04103

Barney Boynton  
Director, Operational Risk

### **BCP Structure**

The BCP consists of several components:

- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or Incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.





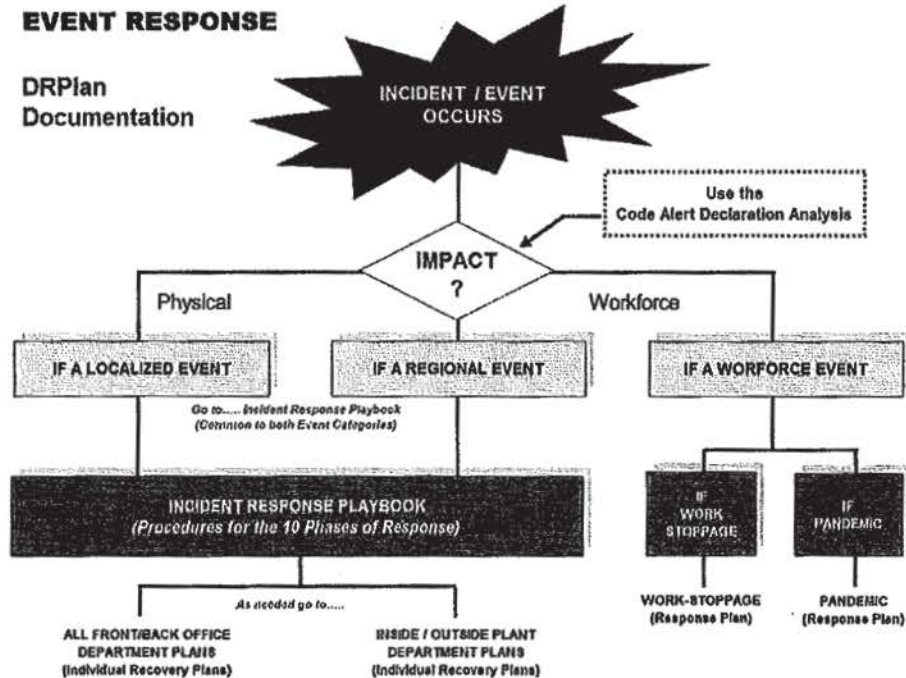
FairPoint Communications

1 Davis Farm Road  
Portland, ME 04103

Barney Boynton  
Director, Operational Risk

## EVENT RESPONSE

DRPlan  
Documentation



### Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



FairPoint Communications

1 Davis Farm Road  
Portland, ME 04103

Barney Boynton  
Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments – to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

#### **Plan Maintenance and Exercising**

The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.



|       |   |                           |
|-------|---|---------------------------|
| <@10> | Study Area Code   | 210329                    |
| <@15> | Study Area Name   | OTC, INC.                 |
| <@20> | Program Year  | 2015                      |
| <@30> | Contact Name - Person USAC should contact regarding this data                 | Wichara Galsardo          |
| <@35> | Contact Telephone Number - Number of person identified in data line <@30>     | 2073344326 ext.           |
| <@39> | Contact Email Address - Email Address of person identified in data line <@30> | wgalsardo@falconpoint.com |

|       |  |          |
|-------|--|----------|
| <701> | Residential Local Service Charge Effective Date    | 1/1/2014 |
| <702> | Single State-wide Residential Local Service Charge |          |

401

[illegible]



|   |  |
|---|--|
| (800) Operating Companies<br>Data Collection Form | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|--|

|   |                                |
|---|--------------------------------|
| <010> Study Area Code   | 210329                         |
| <015> Study Area Name   | QTC, INC.                      |
| <020> Program Year  | 2015                           |
| <030> Contact Name - Person USAC should contact regarding this data                 | Barbara Delardo                |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 2075354126 ext.                |
| <039> Contact Email Address - Email Address of person identified in data line <030> | bgdelardo@fairpoint.com        |
| <810> Reporting Carrier   | QTC, Inc.                      |
| <811> Holding Company   | FairPoint Communications, Inc. |
| <812> Operating Company   | QTC, Inc. - Perry              |

| <813> | <a1>   | <a2>   | <a3>   |
|-------|--|--------|--|
|       | Affiliates   | SAC    | Doing Business As Company or Brand Designation                 |
|       | BE Mobile Communications, Incorporated                       |        | dba FairPoint Long Distance                                    |
|       | Bentleyville Communications Corporation                      | 170149 | dba FairPoint Communications                                   |
|       | Berkshire Cable Corp.  |        | dba FairPoint Long Distance                                    |
|       | Berkshire Cellular, Inc.                                     |        |  |
|       | Berkshire New York Access, Inc.                              |        |  |
|       | Berkshire Telephone Corporation                              | 160079 | dba FairPoint Communications                                   |
|       | Big Sandy Telecom, Inc.                                      | 462102 | dba FairPoint Communications / Big Sandy Telecom, Inc.         |
|       | Bluestem Telephone Company                                   | 411809 | dba FairPoint Communications                                   |
|       | C & E Communications, Ltd.                                   |        |  |
|       | Chautauqua & Erie Communications, Inc.                       |        | dba FairPoint Long Distance                                    |
|       | Chautauqua and Erie Telephone Corporation                    | 190078 | dba FairPoint Communications                                   |
|       | China Telephone Company                                      | 100026 | dba FairPoint Communications ? China Telephone Company         |
|       | Chouteau Telephone Company                                   | 431581 | dba FairPoint Communications                                   |
|       | Columbine Telecom Company (t/a/a Columbine Acquisition Corp. | 462204 | dba FairPoint Communications / Columbine Telecom Company       |
|       | Columbus Grove Telephone Company                             | 300604 | dba FairPoint Communications                                   |
|       | COM Networks, Inc.   |        |  |
|       | Comerco, Inc.  |        | dba FairPoint Long Distance                                    |
|       | Community Service Telephone Co.                              | 101915 | dba FairPoint Communications ? Community Service Telephone Co. |
|       | C-R Communications, Inc.                                     |        |  |
|       | C-R Long Distance, Inc.                                      |        | dba FairPoint Long Distance / C-R Long Distance, Inc.          |
|       | C-R Telephone Company  | 341009 | dba FairPoint Communications / C-R Telephone Company           |
|       | El Paso Long Distance Company                                |        | dba FairPoint Long Distance / El Paso Long Distance Company    |
|       | Ellensburg Telephone Company                                 | 522412 | dba FairPoint Communications                                   |

|   |  |  |
|---|--|--|
| (400) Operating Companies<br>Data Collection Form |  | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|--|--|

|   |                                |
|---|--------------------------------|
| <010> Study Area Code   | 210328                         |
| <015> Study Area Name   | OTC, Inc.                      |
| <020> Program Year  | 2015                           |
| <030> Contact Name - Person USAC should contact regarding this data                 | Barbara Matard                 |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 2075354126 ext.                |
| <039> Contact Email Address - Email Address of person identified in data line <030> | bgland@fairpoint.com           |
| <810> Reporting Carrier   | OTC, Inc.                      |
| <811> Holding Company   | FairPoint Communications, Inc. |
| <812> Operating Company   | OTC, Inc. - Perry              |

| <813> | <41>  | <42>   | <43>  |
|-------|---|--------|---|
|       | Affiliates  | SAC    | Doing Business As Company or Brand Designation                                    |
|       | Blitel Long Distance Corp.                                |        | dba FairPoint Long Distance   |
|       | Enhanced Communications of Northern New England Inc.      |        |   |
|       | ExOp of Missouri, Inc.                                    |        | dba FairPoint Communications  |
|       | FairPoint Broadband, Inc.                                 |        | dba FairPoint Communications  |
|       | FairPoint Business Services LLC                           |        |   |
|       | FairPoint Carrier Services, Inc.                          |        |   |
|       | FairPoint Communications Missouri, Inc.                   | 431432 | dba FairPoint Communications  |
|       | FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)       |        |   |
|       | FairPoint Vermont, Inc.                                   |        | dba FairPoint Communications  |
|       | Germantown Independent Telephone Company                  | 390418 | dba FairPoint Communications  |
|       | Germantown Long Distance Company                          |        | dba FairPoint Long Distance   |
|       | OTC Communications, Inc. (f/k/a TPG Communications, Inc.) |        |   |
|       | GTC, Inc.   | 210291 | (Floral) dba FairPoint Communications   |
|       | GTC, Inc.   | 210339 | (Perry) dba FairPoint Communications  |
|       | Maine Telephone Company                                   | 100026 | dba FairPoint Communications ? Maine Telephone Company                            |
|       | Marianna and Scenery Hill Telephone Company               | 170185 | dba FairPoint Communications  |
|       | Marianna Tel, Inc.  |        | dba FairPoint Long Distance   |
|       | MJD Services Corp.  |        |   |
|       | MJD Ventures, Inc.  |        |   |
|       | Northern New England Telephone Operations LLC - Maine     | 105111 | dba FairPoint Communications  |
|       | Northern New England Telephone Operations LLC - Maine     | 125111 | dba FairPoint Communications  |
|       | Northland Telephone Company of Maine, Inc.                | 103311 | dba FairPoint Communications ? Northland Telephone Company of Maine, Inc. (Maine) |
|       | Odin Telephone Exchange, Inc.                             | 341065 | dba FairPoint Communications / Odin Telephone Exchange, Inc.                      |



|   |  |  |
|---|--|--|
| (800) Operating Companies<br>Data Collection Form |  | FCC Form 481<br>OMB Control No. 3050-0586 / OMB Control No. 3050-0819<br>July 2013 |
|---|--|--|

|       |   |                                |
|-------|---|--------------------------------|
| <010> | Study Area Code   | 210329                         |
| <015> | Study Area Name   | OTC, Inc.                      |
| <020> | Program Year  | 2019                           |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Elizabeth Galardo              |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2073254126 ext.                |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgalardo@fairpoint.com         |
| <810> | Reporting Carrier   | OTC, Inc.                      |
| <811> | Holding Company   | FairPoint Communications, Inc. |
| <812> | Operating Company   | OTC, Inc. - Perry              |

| <813> | <a1>                                       | <a2>   | <a3>  |
|-------|--|--------|---|
|       | Affiliates                                 | SAC    | Doing Business As Company or Brand Designation                            |
|       | Orwell Communications, Inc.                |        | dba FairPoint Long Distance   |
|       | Orwell Telephone Company                   | 200649 | dba FairPoint Communications  |
|       | Peoples Mutual Long Distance Company       |        | dba FairPoint Long Distance   |
|       | Peoples Mutual Telephone Company           | 190244 | dba FairPoint Communications  |
|       | Quality One Technologies, Inc.             |        | dba FairPoint Long Distance   |
|       | Ravenswood Communications, Inc.            |        |   |
|       | Sidney Telephone Company                   | 103313 | dba FairPoint Communications ? Sidney Telephone Company                   |
|       | ST Enterprises, Ltd.                       |        |   |
|       | ST Long Distance, Inc.                     |        | FairPoint Long Distance (Kansas, Colorado, Oklahoma)                      |
|       | ST Long Distance, Inc.                     |        | FairPoint Long Distance / ST Long Distance, Inc. (Illinois)               |
|       | ST Long Distance, Inc.                     |        | FairPoint Communications Long Distance (Missouri)                         |
|       | St. Joe Communications, Inc.               | 210928 | dba FairPoint Communications  |
|       | Standish Telephone Company                 | 100020 | dba FairPoint Communications ? Standish Telephone Company                 |
|       | Sunflower Telephone Company, Inc.          | 461835 | dba FairPoint Communications/Sunflower Telephone Company, Inc. (Colorado) |
|       | Taconic Technology Corp.                   |        |   |
|       | Taconic TelCom Corp.                       |        | dba FairPoint Long Distance   |
|       | Taconic Telephone Corp.                    | 250084 | dba FairPoint Communications  |
|       | Telephone Operating Company of Vermont LLC | 145135 | dba FairPoint Communications  |
|       | The El Paso Telephone Company              | 241004 | dba FairPoint Communications  |
|       | UI Long Distance, Inc.                     |        | dba FairPoint Long Distance   |
|       | Unite Communications Systems, Inc.         |        | FairPoint Communications  |
|       | Utilities, Inc.                            |        | dba FairPoint Communications (Maine)                                      |
|       | Utilities, Inc.                            |        | dba FairPoint Utilities (New Hampshire)                                   |

|       |   |                                |
|-------|---|--------------------------------|
| <010> | Study Area Code   | 210339                         |
| <015> | Study Area Name   | OTC, Inc.                      |
| <020> | Program Year  | 2015                           |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Wahara Orlando                 |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 205355126 ext.                 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | walac@fairpoint.com            |
| <040> | Reporting Carrier   | OTC, Inc.                      |
| <041> | Holding Company   | FairPoint Communications, Inc. |
| <042> | Operating Company   | OTC, Inc. - Parsy              |

[illegible]



FCC FORM 481

Line 1010 –Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (voice)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

GTC, Inc. provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The price list pages outlining the terms of the Lifeline Program in GTC Inc. in Florida are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at <http://www.tariffs.net/fairpoint/tier.asp?cid=1644>.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

GTC, Inc.  
d/b/a FairPoint Communications  
Issued By: Mike T. Skrivan  
Vice President - Regulatory

Florida Price List No. 1  
Section 3  
Second Revised Page 105  
Cancels First Revised Page 105  
EFFECTIVE: August 1, 2012

GENERAL SERVICES PRICE LIST

BASIC LOCAL EXCHANGE SERVICE

3.11 OPERATOR ASSISTED LOCAL CALLS (cont'd.)

3.11.3 (cont'd.)

E. (cont'd.)

2. Emergency Calls to recognizable authorized civil agencies.
3. Those cases where a Company operator provides assistance to:
  - (a) Re-establish a call which has been interrupted after the called number has been reached.
  - (b) Reach the called telephone where facility problems prevent customer dial completion.
  - (c) Place a non-coin sent-paid call for a calling party who identifies himself as being handicapped and unable to dial the call because of his handicap.

3.12 LIFELINE ASSISTANCE

A. General

1. The Interstate Subscriber Line Charge Waiver and Matching Program adopted by the Florida Public Service Commission is a Lifeline Assistance Program and provides for a federal credit equal to \$9.25 plus \$3.50 as mandated by the Florida Public Service Commission. The federal and Company credits are applied to the local service bills for qualified residential customers who apply for the credits and participate in at least one of the following programs: Supplemental Security Income (SSI), Supplemental Nutrition Assistance (SNAP), Medicaid, Federal Public Housing Assistance, Low Income Home Energy Assistance Program, Temporary Assistance to Needy Families or the National School Lunch Program's Free Lunch Program.

In addition, Residential customers with household income at or below 135% of the Federal Poverty Guidelines for that household size may also qualify for Lifeline Assistance.

(C) (I)  
|  
(C)  
(T)  
(T)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

GTC, Inc.  
d/b/a FairPoint Communications  
Issued By: Mike T. Skrivan  
Vice President - Regulatory Affairs

Florida Price List No. 1  
Section 3  
First Revised Page 106  
Cancels Original Page 106  
EFFECTIVE: June 1, 2012

GENERAL SERVICES PRICE LIST

BASIC LOCAL EXCHANGE SERVICE

3.12 LIFELINE ASSISTANCE (cont'd)

A. General (cont'd)

1. (cont'd)

Lifeline Assistance is available for one residence telephone line per household, at the customer's principal place of residence. (T)

The Secondary Service Order Charge will be waived for existing customers changing to the Lifeline Assistance program.

Vacation service is not applicable to lines with Lifeline Assistance.

2. Applications and Regulations

Guidelines for implementation of this program are as follows:

(a) Certification Procedures

All applications for this service are subject to verification periodically as required by the customer or with the state agency responsible for administration of the qualifying program. (T)  
(T)

(b) Processing Procedures

The Company will process all applications and apply the appropriate credit on the subscriber's monthly bill.

(c) Verification Procedures

The Company will reconcile and confirm eligibility periodically as required. The credit will be discontinued on the bill following written notification to the subscriber of ineligibility. (T)  
(T)

(d) The secondary service order charge described in Section 4 does not apply when an existing customer converts their service to Lifeline Assistance.

(e) Subscribers of Lifeline may request toll blocking at no charge, in lieu of a deposit.

(f) Subscribers of Lifeline will not be disconnected for non-payment of toll charges.

(g) LECs will not refuse to connect, reconnect, or provide Lifeline service because of unpaid toll charges service.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

GTC, Inc.  
d/b/a FairPoint Communications  
Issued By: R. Mark Ellmer  
Director, Support Revenues

Florida Price List No. 1  
Section 3  
Original Page 107

EFFECTIVE: February 15, 2012

GENERAL SERVICES PRICE LIST

BASIC LOCAL EXCHANGE SERVICE

3.12 LIFELINE ASSISTANCE (cont'd)

A. General (cont'd)

2. Applications and Regulations (cont'd)

- (h) LECs may require payment arrangements to be made for outstanding debt associated with basic local service and associated taxes and fees. Such arrangements will be made in a manner consistent with the company's Price List. If there are no written provisions, payment arrangements are to be made for a period of not less than four months.
- (i) LECs will not require payment arrangements to be made on other unpaid amounts as a condition of receiving basic local service. This provision should not preclude LECs from collecting other portions of the outstanding debt by using any other methods as are customary for non-Lifeline subscribers.
- (j) Any payment made by the customer on the past-due amount will first be credited to unpaid basic local service charges.
- (k) If a Lifeline customer fails to pay charges for basic local service, the customer's Lifeline service may be disconnected. The customer will then be treated in the same manner as any other existing Lifeline subscriber with regard to reconnection after a disconnect for nonpayment; i.e., if Lifeline customers are required to pay outstanding basic local service charges before reconnection, this provision would apply to all Lifeline customers equally regardless of previous outstanding debts.
- (l) LECs may decline to provide other local services, including ancillary services, if the customer has outstanding debt for local service. Such service may not be declined for nonpayment of toll service.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

GTC, Inc.  
d/b/a FairPoint Communications  
Issued By: R. Mark Ellmer  
Director, Support Revenues

Florida Price List No. 1  
Section 3  
Original Page 108

EFFECTIVE: February 15, 2012

GENERAL SERVICES PRICE LIST

BASIC LOCAL EXCHANGE SERVICE

3.12 LIFELINE ASSISTANCE (cont'd)

A. General (cont'd)

2. Applications and Regulations (cont'd)

- (m) LECs may require toll blocking if the customer has prior unpaid toll charges.
- (n) For customers subject to mandatory toll blocking as a result of unpaid toll charges, LECs may require payment of all unpaid toll charges and an adequate deposit prior to the removal of toll blocking.
- (o) LECs will publicize the availability of Lifeline for customers with prior unpaid bills in the same manner as they publicize Lifeline in general. In particular, companies are required to include information about Lifeline in their directories and provide a bill message/insert on an annual basis, pursuant to FPSC Order No. PSC-97-1262-FOF-TP, in Docket No. 970744-TP, issued October 14, 1997.

3.12.1 TRANSITIONAL LIFELINE ASSISTANCE PROGRAM

A. General

Transitional Lifeline Assistance is a state program which provides a 30% reduction of the applicable monthly exchange flat rate for residential basic local service for subscribers who no longer qualify for the Lifeline Assistance Program.

B. Regulations

A Lifeline Assistance subscriber who requests this service will receive the discounted rate for a period of one (1) year from the date the subscriber ceases to be qualified for the Lifeline Assistance Program.





June 30, 2014

*Connect America Fund*, WC Docket No. 10-90

**REDACTED – FOR PUBLIC INSPECTION**

GTC, Inc. [St. Joe]



|   |  |
|---|--|
| <b>FCC Form 481 - Carrier Annual Reporting Data Collection Form</b> | FCC Form 481<br>OMB Control No. 3060-0685/OMB Control No. 3060-0819<br>July 2013 |
|---|--|

|  |                        |
|--|------------------------|
| <010> Study Area Code  | 210339                 |
| <015> Study Area Name  | GTC, INC.              |
| <020> Program Year   | 2015                   |
| <030> Contact Name: Person USAC should contact with questions about this data      | Barbara Galardo        |
| <035> Contact Telephone Number: Number of the person identified in data line <030> | 2075354126 ext.        |
| <039> Contact Email Address: Email of the person identified in data line <030>     | bgalardo@fairpoint.com |

| ANNUAL REPORTING FOR ALL CARRIERS   |   | 54.313<br>Completion<br>Required    | 54.422<br>Completion<br>Required    |
|---|---|-------------------------------------|-------------------------------------|
| (check box when complete)   |   |                                     |                                     |
| <100> Service Quality Improvement Reporting   | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <200> Outage Reporting (voice)  | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <210> [REDACTED] <- check box if no outages to report                               |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <300> Unfulfilled Service Requests (voice)  |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <310> Detail on Attempts (voice)  | [REDACTED] (attach descriptive document)  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <320> Unfulfilled Service Requests (broadband)                                      | [REDACTED]                                | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <330> Detail on Attempts (broadband)  | [REDACTED] (attach descriptive document)  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <400> Number of Complaints per 1,000 customers (voice)                              |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <410> Fixed   | [REDACTED]                                | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <420> Mobile  | 0.0                                       | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <430> Number of Complaints per 1,000 customers (broadband)                          |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <440> Fixed   | [REDACTED]                                | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <450> Mobile  | 0.0                                       | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <500> Service Quality Standards & Consumer Protection Rules Compliance              | (check to indicate certification)         | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <510> [REDACTED] 210339F1510.pdf  | (attach descriptive document)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <600> Functionality in Emergency Situations   | (check to indicate certification)         | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <610> [REDACTED] 210339F1610.pdf  | (attach descriptive document)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <700> Company Price Offerings (voice)   | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <710> Company Price Offerings (broadband)   | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <800> Operating Companies and Affiliates  | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <900> Tribal Land Offerings (Y/N)?  | (if yes, complete attached worksheet)     | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1000> Voice Services Rate Comparability  | (check to indicate certification)         | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1010> [REDACTED] 1010 Voice Service Rate Comparability.pdf                         | (attach descriptive document)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1100> Terrestrial Backhaul (Y/N)?  | (if not, check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1110>  | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1200> Terms and Condition for Lifeline Customers                                   | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <b>Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet</b>  |   |                                     |                                     |
| Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers |   |                                     |                                     |
| <2000>  | (check to indicate certification)         | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <2005>  | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <b>Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet</b>   |   |                                     |                                     |
| <3000>  | (check to indicate certification)         | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <3005>  | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

|   |  |   |
|---|--|---|
| <b>(100) Service Quality Improvement Reporting Data Collection Form</b> |  | <b>FCC Form 481</b><br>OMB Control No. 3060-0988/OMB Control No. 3060-0819<br>July 2013 |
|---|--|---|

|   |                        |
|---|------------------------|
| <010> Study Area Code   | 210319                 |
| <035> Study Area Name   | QVC, INC.              |
| <020> Program Year  | 2015                   |
| <030> Contact Name - Person USAC should contact regarding this data                 | Barbara Galardo        |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 2073351124 ext.        |
| <039> Contact Email Address - Email Address of person identified in data line <030> | bgalardo@fatepoint.com |

|  |   |
|--|---|
| <110> Has your company received its ETC certification from the FCC?  | (yes / no) <input type="radio"/> <input checked="" type="radio"/> |
| If your answer to line <110> is yes, do you have an existing § 54.202(a) "5 year plan" filed with the FCC? | (yes / no) <input type="radio"/> <input type="radio"/>            |

If your answer to line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

|  |   |
|--|---|
| <112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service. | <div style="border: 1px solid black; padding: 5px; min-height: 40px;">                     112 Service Quality Improvement Reporting.pdf                 </div> <div style="text-align: center; font-size: small; margin-top: 5px;">                     Name of Attached Document                 </div> |
|--|---|

Please check these boxes below to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

|   |                          |
|---|--------------------------|
| <113> Maps detailing progress towards meeting plan targets                                      | <input type="checkbox"/> |
| <114> Report how much universal service (USF) support was received                              | <input type="checkbox"/> |
| <115> How (USF) was used to improve service quality   | <input type="checkbox"/> |
| <116> How (USF) was used to improve service coverage  | <input type="checkbox"/> |
| <117> How (USF) was used to improve service capacity  | <input type="checkbox"/> |
| <118> Provide an explanation of network improvement targets not met in the prior calendar year. | <input type="checkbox"/> |



